

FROM :

FAX NO. : 7546843

2011-132-E

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Mar. 24 2011 06:49PM P2

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210

Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

## Complaint Form



Date: 03/24/2011

**Complainant or Legal Representative Information: \* Required Fields**

Name \* Bennie L. Sulton

Firm (if applicable)

Mailing Address \* 201 Runnymede Drive

City, State Zip \* Blythewood, SC 29016

Phone \* 803-206-2537 (C) 803-754-6843 (H)

E-mail \* blsulton@yahoo.com

**Name of Utility Involved in Complaint: \* SCE&G**

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

**Type of Complaint (check appropriate box below.) \***

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments      | <input type="checkbox"/> Deposits and Credit Establishment | <input checked="" type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service       | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality         | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue                  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No

Name of  
ORS Contact: Mr Kirby

**Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)**

My issue is with the newly enacted "WNA" rate formula with SCE&G. The broad heading of my complaint falls under "failure to fully disclose" to the public at large how the WNA works and the reasons for implementing a WNA on the electric portion of our bills. I recently received a bill where-in the rate for the "WNA" increased my bill; the metering and days in the cycle I recorded after reading and tracking the metering process matched the info provided by SCE&G in my March 2011 bill. However, the variable is the newly enacted "WNA" piece of the equation. It appears SCE&G is the only entity with the information on the "WNA" and how it works. The metering process and days in a cycle are now reduced to being just a "guesstimate" due to SCE&G having a floating rate schedule and an exclusive on how it works and when it comes into play. Additionally, most of the tables, charts, and graphs provided by SCE&G to help consumers analyze consumption in an effort to control cost has now been rendered non-effective due to the floating "WNA". However, SCE&G did disclose on their web page that the analysis piece for consumption was provided by others with no responsibility for content.

I would like to see SCE&G be forced to fully disclose in writing to the public in easy to understand terms and verbiage the "why", "how", "how much" and "when" as it pertains to the "WNA" process.

Although it may be somewhat of a challenge for some customers to compute a resulting bill even if given "all" pieces of the puzzle, SCE&G should be held to the same standard of disclosure as any other entity that provides services to the public. If not, a statement should be on each bill disclosing that "all monthly rates are subject to change from month to month with-out notice based on the "WNA" as enacted by SCE&G".

**Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)**

As stated above, I would like to have SCE&G provide and disclose on each bill the floating rate scheme which comes into play based on internal data they maintain exclusively. Additionally, I would like for SCE&G to allow consumers an option to "opt-out" of the WNA process if requested. I would like to meet and discuss my complaint in detail with the PSC group. Also, if there are any other complaints concerning the issues I have described, I would like to "join-in" and add my voice to the discussions.

And lastly, I would like for an SCE&G person to provide me "personally" all of the data they use to drive their "WNA" calculations.

STATE OF SOUTH CAROLINA )

**VERIFICATION**COUNTY OF Richland )I, Bennie L. Sulton  
Complainant's Name \*verify that I have read my complaint filed on 03/24/2011  
Date \*and know the contents thereof, and that said contents are true. Bennie L. Sulton

Complainant's Signature \*

## Internal Use Only

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H.E.	